

# The ARM servicenow System

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## Background

- Released late February 2016
- Year long requirements gathering mid 2014-mid 2015
- Implementation Sep 2015 - Feb 2016
- Project Tracking ranges from minor software changes to the development of new data products and mobile facility deployments.
- Improved workflow-based ENGs, EWOs and TSKs
- Numerous refinements to ENGs, EWOs and TSKs since release
- New modules implemented 2016-2017
- More features planned for 2017 and beyond
- Available to all ARM Users

- Replaced ExtraView ECO, EWO & Tasks
- All ExtraView data & attachments imported
- Incorporate BCR/ECR into new Change workflow
- Retain ARM dashboard integration
- Custom type-specific EWO workflows
- ServiceNow Project Management added to Engineering Change workflow
- Uses ARM Login
- Role/Group-based usage permissions
- Access to non-licensed users
- Programmable Workflow Engine
- RESTful Web Services <-> ARM apps
- Custom Notification Capability
- Inbound Email handling
- Built-in Approval engine
- Built-in application Collaboration features
- Built-in Knowledge Base
- Powerful End User Reporting Capabilities
- Full-text Search Capabilities (incl. attachments)
- Customizable Home Page/Dashboards
- Virtual Task Boards (Kanban/Trello)
- Much more!

## ARM ServiceNow Functionality

The screenshots illustrate the ARM ServiceNow interface, including a 'My Self Service' dashboard with tables for 'BCR In Review', 'Change Reviews - Past due or due this week', and 'ENGs Released waiting for Closure v1'. It also shows an 'Incident Management' view with a table of incidents and a 'Design Review Pending' section. A large 'ARM Change Workflow' diagram is shown on the right, detailing the process from request to completion.

## Future Applications & Features

- End-to-end IOP tracking workflow
- Instrument Engineering workflow
- New ARM Site Access Request System
- Version upgrade 2nd Quarter 2017 will provide improvements including new mobile application capabilities

The screenshots show the ARM ServiceNow mobile application interface, displaying various views and data tables accessible on a mobile device.

## ARM Help Desk (New)

ServiceNow's Incident module allows creation of custom Help Desk or Trouble Ticket systems.

- Dedicated Incident type teams
- Team member assigned a Caller's Incident
- Incidents reassignable, even to another group

Incident resolution is handled via ServiceNow or by email.

### ServiceNow Help and ARM Site Data System

- Implemented Summer 2016.
- Requests via ServiceNow or Email.
- ServiceNow users only.

### Support for Campaigns and Accessing ARM Facilities, Finding ARM Data, Instruments and VAPs, Data Quality Issues, ARM Website, or Other

- Implemented late 2016
- Requests are entered via www.arm.gov Help.
- Available to anyone.

More Help Desks are planned in 2017. ADC, DMF, ARM Web Applications, and more.

From ServiceNow

From www.arm.gov

The screenshots show the ARM Help Desk interface, including an incident detail view with fields for Number, Caller, Short Description, State, and Assignment group. Below it is a 'HELP ASK US' form with a dropdown menu for 'ASK US' and a 'SEND' button.

## Cloud-based SaaS



ARM's ServiceNow instances are hosted in redundant FedRAMP compliant data centers. All access and administration is web-based. ServiceNow provides hardware, infrastructure dedicated 24-hour dedicated U.S Govt. support. ARM maintain, develop, and provide user support for the ARM ServiceNow applications.

## Links

Website  
<https://armcrf.service-now.com>  
 Need Help or Have Questions?  
 mailto: servicenow\_admin@arm.gov

